



LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH  
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May 22, 2013

TO: Each Supervisor

FROM: Marvin J. Southard, D.S.W.  
Director

SUBJECT: **NOTICE OF INTENT TO ISSUE WORK ORDER EXCEEDING \$300,000  
UNDER THE MASTER AGREEMENT FOR AS-NEEDED STRATEGIC  
PLANNING AND RELATED SERVICES (COMMUNITY ACTIVATORS)**

This memo is to inform your Board of our intent to request the Chief Executive Officer (CEO) to amend a Work Order under the Master Agreement for As-Needed Strategic Planning and Related Services (Master Agreement) with Community Activators (Contractor). The Amendment will increase the contract amount by \$70,000, for a total Agreement amount of \$437,000. The period of performance for the amended Work Order is for Fiscal Year (FY) 2013-14. In accordance with established Master Agreement guidelines, prior Board notice is required for projects exceeding \$300,000.

### **SCOPE OF WORK**

The Department of Mental Health (DMH) intends to extend the Agreement with the Contractor from July 1, 2013, to June 30, 2014, to continue its system transformation process advancing a recovery-based delivery system, adherent to the Mental Health Services Act (MHSA) policies, regulations, and approved plans. The additional training and consultative services provided by the Contractor will further prepare DMH management and direct service personnel to effectively integrate mental and physical health care into a unified service model and improve the standard of care DMH's Directly Operated (DO) clinics provide in the advent to Health Care Reform. The Contractor will work with the Adult Systems of Care (ASOC) Bureau across the twenty-one (21) Adult DO clinics in the following six (6) areas:

### **TASK 1:**

Consolidate multiple internal and external "customer service" training modules into one (1) module appropriate for both new employee orientation and in-service training for existing staff:

1. Delivery of this training to selected sites.
2. Training of two (2) DMH employees to provide this training on an ongoing basis to DMH employees in the future.

**TASK 2:**

Participate with ASOC Administration staff in site visits designed to present and assist with implementation efforts of the Department's vision for health care integration, including a review of essential components for successful integration. Action projects supporting Program Heads and Supervisors include:

1. In collaboration with Human Resources, provide performance coaching for Program Heads seeking to improve the ability of their Leadership Teams to achieve collaborative decision-making, meet accountability goals and deadlines, and improve internal supportive structure to assure a level standard of care is achieved across all Adult DO programs with the onset of Health Care Reform.
2. Provide startup management coaching and problem-solving skills programs for sites initiating implementation of Behavioral Health Homes.
3. Design and deliver three (3) training modules to Program Heads and Supervisors, based in current organizational development research, including: "How to lead in rapid-change work environments," "How to set up and sustain communities of practice learning groups within work sites to identify/integrate local service-delivery improvements," and "How leaders change work cultures."

**TASK 3:**

Provide consultative services and implementation strategic planning to sites demonstrating interest in utilizing techniques necessary to integrate Asset-Based Community Development (ABCD) strategies. These strategies contribute in creating neighborhood networks of collaboration between formal and informal supports in the geographic area surrounding mental health service centers.

**TASK 4:**

Utilize the existing monthly Recovery on a Roll(ercoaster) (ROAR) meetings with the twenty-one (21) Adult DO clinic Program Heads, Supervisors, and key administrative staff, including the Service Area District Chiefs, to develop and finalize models of service, implementation strategies, and methodologies responsive to MHSA plan parameters. Of particular focus for FY 2013-14 will be the operational strategies to assure the clinics are adhering to MHSA Prevention and Early Intervention (PEI) guidelines and fully adhering to the practice parameters and outcomes expected under the identified and implemented Evidence-Based Practices (EBPs).

**TASK 5:**

Increase the quality and efficiency evidenced within the ASOC Adult DO clinics between the Program Heads and their respective team supervisors to assure full adherence to the various funding streams and programs to which consumers may be eligible. Contractor will develop and implement communication and reporting tools for assisting Program Heads to shift direct outcome monitoring to team supervisors. This will increase timely identification of critical clinic flow and services issues, as well as assure efforts working well are disseminated system-wide.



**TASK 6:**

In an effort to further develop a successful client experience, which includes the integrated support from all members of a consumer's treatment team, Contractor will develop and provide training to clinic treatment teams focusing on inclusivity and importance of integrating concepts from recovery and resilience models when providing client-driven services. The Contractor will partner with an individual who can provide the consumer perspective.

**FISCAL IMPACT**

There is no net County cost.

The amended amount of the Work Order will increase by \$70,000, for a total Agreement amount of \$437,000, which will be funded through MHSA.

**NOTIFICATION TIMELINE**

Consistent with the policy and procedures for the Master Agreement for As-Needed Strategic Planning and Related Services, we are informing your Board of our intention to amend the above mentioned Work Order. If no objection is received from your Board within one (1) week of this filing, we will submit the amended Work Order request to the CEO for review and approval.

If you have any questions or need additional information, please call me at (213) 738-4601, or your staff may contact Angel Baker at (213) 738-4105 or [abaker@dmh.lacounty.gov](mailto:abaker@dmh.lacounty.gov).

MJS:CW:LC

c:     Mental Health Deputies  
          Chief Executive Officer  
          Executive Officer, Board of Supervisors  
          County Counsel  
          Frank Cheng, CEO  
          Robin Kay, Ph.D.  
          Dennis Murata, M.S.W.  
          Cathy Warner, L.C.S.W.  
          Richard Kushi  
          Angel Baker

